Boosting Efficiency: Tailoring a Technology Application to Maximize Pharmacist Intervention Reporting

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BACKGROUND

- Documenting pharmacist interventions is a critical part in the journey of managing safe and effective specialty medications use in patients. However, it can be time intensive, difficult to track, and not transparent leading to skipping this step and under reporting at University of Wisconsin (UW) Health.
- At the crux of going live with Epic Compass Rose, supporting pharmacist intervention documentation was a priority.
- In October 2025, UW Health pharmacists started documenting their interventions as part of their regular workflows imbedded in the Compass Rose platform (as Medication Therapy Problems [MTP]).

MTP Categories (Interventions)

MTP Categories
Unnecessary Medication Therapy
Needs Additional Medication Therapy
Ineffective Medication
Dosage Too Low
Dosage Too High
Needs Additional Monitoring
Adverse Medication Event
Adherence
Cost

- The MTP Categories are pre-built by Epic but were reviewed by the workgroup before Compass Rose go-live. Specialty pharmacists are sorting their interventions in one of those categories.

OBJECTIVES

- Increase the number of pharmacist interventions
- Enhance the visibility of pharmacist interventions to clinical staff.

METHODS

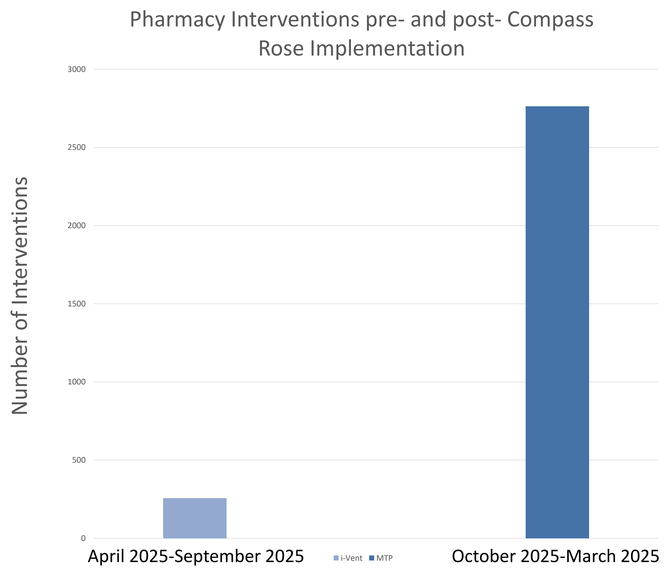
Type: Process Improvement
Time frame: April 1, 2025 - September 30, 2025 and October 1, 2025 - March 31, 2026

Teams involved: specialty pharmacists, informatics team
Inclusion criteria: Interventions documented by specialty pharmacists during the indicated timeframes.

Method: a workgroup was created to create, build and implement Compass Rose for specialty patient management.

- Evaluation of current intervention methods, Epic's i-Vent, and current uptake of i-Vents.
- The decision to move to using Epic's MTPs was made, a crosswalk was created to appropriately account for i-Vent interventions appeared in MTPs.
- A SmartText was developed to both document the interaction and interventions with the patient; he SmartText automatically pulls documented MTPs into the progress note. The SmartText is familiar format visible to all users of the electronic health record (EHR).

EVALUATION



- A 90% increase in the number of documented interventions occurred in the 6 months following Compass Rose go-live in October 2025.
- Staff feedback was the updated workflow was more efficient, utilizing MTPs for intervention documentation and Compass Rose for full patient management.

DISCUSSION

- Integration of intervention documentation in the patient management program reduced double documentation, encouraged MTP documentation, and increased the number of interventions reported.
- To improve succinct workflows, the SmartText developed automatically pulled in MTPs to document both the patient interaction and interventions.
- Interventions performed during patient interactions are visible to the greater clinical teams and more impactful in collaborating on patient care.
- Future directions include optimizing the MTP categories to more accurately classify interventions, and better correlate MTPs to quantifiable patient outcomes.

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